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*America's Partner For Equal Justice*

The background of the poster is a photograph of the Jacksonville skyline, featuring several tall skyscrapers and a large bridge over a body of water. The scene is captured during the day with some clouds in the sky.

# tiG Technology Initiative Grants CONFERENCE 2014

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# LSC TIG CONFERENCE 2014

## Greetings from the TIG Staff at LSC



Welcome to Jacksonville, Florida and the 14th Annual TIG Conference! We are pleased to be returning to Jacksonville and look forward to welcoming new faces as well as getting reacquainted with colleagues from across the country.

As outlined in this program book, the TIG Conference covers a broad range of topics relevant to the legal aid community, including technology tools for data analysis, mobile devices for legal services delivery, innovations in document assembly, online triage, and new tools to provide self-help resources. We will also continue to explore how technology can enhance internal legal services operations and address LEP and other special need populations.

Plenary sessions will feature presentations on the importance of business process analysis as well as a look to the future of legal services technology. We also have a Rapid Fire Tech session Thursday afternoon to highlight technology projects and ideas in fast-paced, entertaining presentations.

In 2012-13, LSC convened a two-part Summit on the Use of Technology to Expand Access to Justice. LSC President James S. Sandman will discuss the final report from the Summit during Wednesday's lunch, and Summit participants will discuss the report during a session Thursday afternoon.

Additionally, you can expect opportunities to network in more informal 'Affinity Group' sessions and dinners. The topics for the Affinity Groups were selected based on your feedback during the registration process. Another networking opportunity is the TIG Conference reception, being held Wednesday evening beginning at 6:30 pm.

We look forward to spending the next few days sharing information, exchanging ideas and exploring innovative ways of using technology to promote full access and high-quality legal representation for low-income people.

# LSC TIG CONFERENCE 2014

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## Opening Session and Keynote Speaker

### The Shifting Paradigm of the Legal Industry

As we all know, both in the private sector and in legal assistance organizations, we need to do more with less. How can that possibly be done? Process Improvement, Standardization, Technology?

Hear how you can effectively incorporate all three into the practice of law and still provide the necessary human touch to the clients.



### About Carla Goldstein

Carla Goldstein is Associate General Counsel, Director of Strategic Initiatives for Bank of Montreal. Ms. Goldstein's first mandate is oversee the continued development and implementation of a robust external counsel program. She is committed to working with the in-house attorneys and external counsel to drive innovative delivery models for legal services. Ms. Goldstein brings to this role a unique combination of experience as a corporate lawyer, a credentialed project management specialist, and a founding member of the Seyfarth Shaw's SeyfarthLean Program team.

Ms. Goldstein formerly was Chief Strategic Innovations Officer of SeyfarthLean Consulting and its parent Seyfarth Shaw. In that capacity she focused on the delivery of legal services, process improvement and outside counsel management programs for her clients. She received a J.D./M.B.A. from Northwestern University School of Law/Northwestern Kellogg School of Management and a B.F.A. from the University of Massachusetts.

# LSC TIG CONFERENCE 2014



## Sessions

**TUESDAY, 1/14**

### Registration

**4:00 - 6:00 pm • (Ballroom B Foyer)**

### *Affinity Group Dinners*

**6:30 - 8:30 pm • (Sign-up at registration)**

Meet by the conference registration desk. *(See the Affinity Group hand-out provided with your onsite registration materials.)*

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**WEDNESDAY, 1/15**

### Registration

**7:30 - 8:30 am • (Ballroom B Foyer)**

### *Breakfast*

**7:30 - 8:30 am • (Ballroom A Foyer)**

### Welcome and Opening Plenary

**Wednesday • 8:30 - 10:00 am • (Ballroom AB)**

*'The Shifting Paradigm of the Legal Industry' with Carla Goldstein  
(See opposite page for description)*

### More Than Apps: Affordable Program Delivery Through Mobile Phones

**Wednesday • 10:30 - 11:45 am • (Amelia)**

The vast majority of U.S. adults, across all demographics, have cell phones, making these devices very useful ways to provide information to, and communicate with, your clients. From mobile websites to texts to QR codes, it's easier and cheaper than you might think to take advantage of the potential mobile can offer. In this seminar, we'll explore a series of case studies and talk through the principles, software packages, and best practices that can help you replicate their success.

*Laura Quinn, Executive Director, Idealware*

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## Sessions

### Some Tricks and Tools For a Successful Change Management Initiative

**Wednesday • 10:30 - 11:45 am • (Ballroom AB)**

What can you do to engage the stakeholders? How can you best ensure the implementation of the new solution is successful? Participate in an interactive session for hands on experience with some simple tools you can bring back to your teams.

*Carla Goldstein, Associate General Counsel & Director of Strategic Initiatives, BMO Financial Group*

### A Tale of Two TIGs: the A2J Clinical Project and A2J Author 5.0

**Wednesday • 10:30 - 11:45 am • (St. Johns)**

This session will focus on successes to date, lessons learned, and the next steps for A2J Author and the A2J Clinical Project.

The A2J Clinical Project was created to partner technologically savvy law students with legal aid organizations to create document assembly projects for pro se litigants. In the fall of 2013, we successfully launched three A2J Clinics at Columbia, CUNY, and UNC Chapel Hill. We have three more A2J Clinics that will be taught during the upcoming spring semester. In this session we will discuss what we have learned from these three pilot schools and how we can capitalize on that knowledge for the three spring A2J Clinics. The A2J Clinical Project has generated such a significant amount of buzz that John Mayer, the Executive Director of CALI (the Center for Computer-Assisted Legal Instruction) will discuss supporting a second round of A2J Clinics once the results of the current TIG funded A2J Clinical Project ends in 2014. This session will highlight how the TIG funded A2J Clinical Project is becoming self-sustaining. We will also discuss our efforts to create a matching service that would connect legal aid organizations in need of form automation with eager law students in our A2J Clinics. This matching service is currently done on an informal basis, but there are plans in the works to create a more sophisticated tool that will further the reach of the program.

Finally we will discuss how A2J Author 5.0 is increasing access to justice by revolutionizing the way A2J Guided Interviews are created.

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## Sessions

This new web based authoring system allows authors on any computer to create A2J Guided Interviews in the cloud. Through this process we have expanded our understanding of what an A2J Guided Interview can do. With A2J Author 5.0, we now have the capability to produce simple reports and instruction sheets. This capability has allowed us to envision a future with an A2J Author Document Assembly tool that would allow for a complete document assembly project all within the A2J Authoring System and all in the cloud.

*Ronald Staudt, Professor of Law and Director of the Center for Access to Justice & Technology at Chicago-Kent College of Law; John Mayer, Executive Director, Center for Computer-Assisted Legal Instruction; Jessica Frank, Program Coordinator, Center for Access to Justice & Technology at Chicago-Kent College of Law*

### **LHI—"You've Come a Long Way, Baby"**

**Wednesday • 10:30 - 11:45 am • (St. Johns)**

This workshop will look at the evolution of NPADO into LawHelp Interactive—from 2005 to the present—as both a technology platform and as agent for change in legal services delivery. Panelists will reflect on how the platform has been shaped by the evolving priorities of access to justice stakeholders from both legal aid and courts, track how the national discussion on the use of online forms for self-help has evolved, and discuss the emergence of new delivery models that rely on online forms to enable remote workflows and forge new and more effective collaborations with community partners.

*Marc Lauritsen, Capstone Practice Systems; Mark O'Brien, Executive Director, Pro Bono Net; Mirenda Watkins, LawHelp Interactive; Mike Williams, Chief Clerk, Bronx County Family Court, New York; Vince Morris and Kim Marshall, Arkansas Legal Services Partnership*

### **Lunch with LSC President James J. Sandman**

**Wednesday • Noon - 1:30 pm • (Buffet in Ballroom Foyer A and then proceed to Ruth's Chris for seating)**



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## Sessions

### **Beyond Mobile: Creating Sustainable Website Content**

**Wednesday • 1:45 - 3:00 pm • (Amelia)**

With the dramatic growth in the number of smartphones and tablets, web strategies have focused on how best to serve mobile devices that are now increasingly used to access websites. But building mobile apps or implementing a responsive design will not completely address the challenges of tomorrow. As new devices become available websites will need to be rebuilt. Rewriting the web content is often the most tedious and expensive part of rebuilding a website. Organizations need to think ahead and develop a content model that will be sustainable. This session will offer recommendations for improving your website's information architecture, creating a sustainable content structure, and developing an authoring workflow to support it. The strategies will be useful for websites running on any web publishing platform and does not require a technical background.

*Abhijeet Chavan, Chief Technology Officer, Urban Insight, Inc.*

### **Introduction to Data Visualization and Process Analysis**

**Wednesday • 1:45 - 3:00 pm • (Ballroom AB)**

Everyday we are inundated with tremendous amounts of data. Through the use of modern tools we can condense these data points into a more digestible and useful form. This session will highlight methods to transform your data into valuable information that can influence behavior. Panelists will provide a survey of tools including spreadsheets, graphics, tables, data visualization contracting, and special software to influence the behavior of clients, co-workers and funders.

*Anna Hineline, LawNY; Xander Karsten, Pro Bono Net; IV Ashton, Legal Server*

### **SharePoint: Before and After**

**Wednesday • 1:45 - 3:00 pm • (Kingsley/Heckscher)**

Participants will learn how NJP has worked for the past 1.5 years on setting up an information management system to allow staff program wide to share important resources. We will explore NJP's organization of information within SharePoint, internal marketing and lessons learned. See how LAF in Chicago is replicating NJP's TIG grant and planning



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## Sessions

their upcoming implementation.

*Sue Encherman, Director of Administration, NJP; Vivian Hessel, Director, Technology for Advocates, LAF; Eric Fong, IT Supervisor, LAF*

### Remote Service Delivery: SMS, Apps, Telelaw and Virtual Law Offices

**Wednesday • 3:30 - 4:45 pm • (Amelia)**

Many legal aid programs face the challenge of serving a large geographic area with a small number of advocates. This session will present case studies and demonstrations of ways in which programs are addressing this challenge by using technology to provide remote service delivery. Technologies discussed will include using SMS text messaging to provide legal information and pro bono recruitment, a simple mobile app for farmworkers in Georgia, a 'virtual law office' in Idaho, and ways Montana is integrating the use of smartphones and telelaw into their practice.

*Christine Mandiloff, Montana Legal Services Association; Mike Monahan, Georgia Legal Services; Mary Zimmerman, Idaho Legal Aid Services*

### Data Management Boot Camp

**Wednesday • 3:30 - 4:45 pm • (Ballroom AB)**

Data is the new World Wide Web. It's just as trendy as the web was in 1999 and now everyone wants to see it. Big data, strategic data, outcomes data, comparative data. We're data mining and going on data expeditions. So if your program has been focusing primarily on technology as a system for applications to be run on and communication to occur, you might have some new demands coming in that you aren't prepared to deal with. In this session, we'll have a casual, facilitated conversation about these challenges. We'll survey the participants to prioritize the topics, and then do our best to answer some of the large ones, like:

- How should I architect my network in order to support outcomes reporting and other data management needs?
- What organizational culture change is required in order to successfully share and work with data?

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- What cool tools are available for working with and presenting data?
- What is big data and should I care?

Peter Campbell, *CIO, Legal Services Corporation*; Rachel Perry, *Principal, Strategic Data Analytics*

## Repurposing Hotdoc Programs

**Wednesday • 3:30 - 4:45 pm • (St. Johns)**

California developed a whole series of hotdocs programs designed for use by attorneys in self-help programs. It is gradually shifting those programs to be web-based for use by litigants on their own or with phone or livechat support. This workshop will provide lessons learned in that process.

Bonnie Hough, *Managing Attorney, Administrative Office of the Courts, California*; Sue Ryan, *Managing Self-Help Attorney, Riverside Superior Court*; Josh Passman, *Attorney, Bet Tzedek Legal Services, Los Angeles*

## Networking and Affinity Groups

**Wednesday • 5:00 - 6:00 pm • (Ballroom AB)**

Affinity Groups are an opportunity for a more informal exchange of information. A variety of designated affinity group topics were determined by interest expressed during the registration process, and space will be designated by topic area. (See the Affinity Group handout provided with your onsite registration materials.) Each group has a discussion leader, but there is no set agenda or presentation—this is a chance to have your questions answered and to share your knowledge with your colleagues.

## TIG Conference Reception

**Wednesday • 6:30 - 9:30 pm • (Riverfront Café)**

Since the Riverfront Café is on the other side of the river, we will be providing shuttle bus service to and from the event starting at 6:15 pm at the front of the hotel. *See inside back cover for more details.*

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## Sessions

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**Thursday, 1/16**

### Registration

**7:30 - 8:30 am • (Ballroom B Foyer)**

### Breakfast

**7:30 - 8:30 am • (Ballroom A Foyer)**

### Self-Represented Litigation Network (SRLN) Meeting

**Thursday • 7:30 - 8:15 am • (St. Johns)**

Open to anyone who would like to learn about developments and new initiatives of the SRLN, this session will facilitate connections between participants and the SRLN with a focus on how to meet the pro se challenge through technology and collaboration. The SRLN conducts projects across a wide area of interest that impact self-represented litigants, such as judicial education, court services and system design, technology, and unbundled services delivery. Please join us for inspiring conversation!

*Katherine Alteneder, Coordinator, SRLN*

### Talk to the LSC Grants Developer

**Thursday • 7:30 - 8:15 am • (Amelia)**

Peter Larsen, Lead Developer at LSC, and Peter Campbell, LSC CIO, will answer questions and take suggestions on improving the LSC Grants online application system. For those interested, we'll also share our developing plans for improving LSC's information sharing and reporting systems.

### E-learning for Self-Represented Parties and Advocates: Using Online Instruction to Increase Access to Justice

**Thursday • 8:30 - 9:45 am • (Amelia)**

How can e-learning support pro bono attorneys, legal aid advocates, law students and self-represented parties? Hear how an online course teaches law students about justice and technology, while instructing the students on how to build useful web resources to improve access to justice. Learn how webcams and a Google [Sites] classroom brought together legal aid advocates from around the county for an interactive

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Plain Language seminar. See a demonstration of the newly-built “online classroom” for Drupal that hosts on-demand training for pro bono attorneys, and guides SRPs through complex legal processes, step-by-step. Finally, join us in a discussion of other ways in which our community might leverage online learning to improve access to justice.

*Kate Frank, E-Content Manager, New Haven Legal Assistance; Jeff Hogue, Supervising Attorney, Legal Assistance of Western New York, Inc.; John Mayer, Executive Director, CALI; Susan Nof-Bendici, Executive Director, New Haven Legal Assistance*

### Online Triage and Intake: To Infinity and Beyond

**Thursday • 8:30 - 9:45 am • (Ballroom AB)**

Interested in implementing online triage and intake? Working on getting your online triage and intake system up and running? Wondering how to take your existing online triage and intake system to the next level? Wherever you are with online triage and intake this session has something for you. We will explore existing online triage and intake models currently in use and lessons learned from implementation of those systems. We will then look at future possibilities for online triage and intake including: prioritizing programs with identical requirements in a multi-program intake system; integrating scheduling for callbacks and in-person appointments, and using data collection, learning algorithms, and predictive analysis to deliver the most accurate best available resource to applicants.

*Gwen Daniels, Director of Technology Development, Illinois Legal Aid Online; Joan Kleinberg, Northwest Justice Project; Liz Keith, Pro Bono Net*

### Phone Systems—Hosted VOIP

**Thursday • 8:30 - 9:45 am • (St. Johns)**

Many organizations have started the move of their Information Systems to the cloud, but the phone system remains the dinosaur in the closet. As organizations look to replace those aging and failing systems with something new, it's important to understand how these new phone systems work and the additional features and benefits they can potentially provide. This session will discuss the myriad of acronyms associated with voice over Internet Protocol (VOIP) phone systems to provide a

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better understanding of what vendors are trying to sell. We'll also provide an overview of the various VOIP phone system vendors and implementation types out in the market place. Specific examples will be shared, but come prepared to share your own success stories or lessons learned along with questions about your own move to replace the legacy phone system in your organization's closet.

*Matthew Eshelman, Chief Technology Officer, Community IT*

### **The Proof is in the Program Evaluation: Applying Idealware Program Evaluation Pyramid**

**Thursday • 10:00 - 11:15 am • (Amelia)**

Funders need evaluations that demonstrate how you're meeting your stated outcomes, but gathering the proper data can be complicated. We'll help you evaluate your programs by showing what data might already "live" in your systems, presenting a practical approach to measure outcomes, and giving you strategies and software tools to help get a handle on the effectiveness of your organization's programs. We'll present our innovative evaluation pyramid, which challenges current thinking about how nonprofits should conduct evaluation.

*Laura Quinn, Executive Director, Idealware*

### **Portals & Triage: Building an Integrated Justice System**

**Thursday • 10:00 - 11:15 am • (Ballroom AB)**

Interested in building an online intake and triage system that can seamlessly connect clients to the justice system? Want to learn how legal portals that lead clients through a triage architecture can facilitate an integrated system that optimizes resource allocation, as well as the client experience and outcomes? This session will review some promising national and international models and discuss how we might build an integrated triage system in this country accessible via web-based portals. The conversation will focus on coordination strategies between legal services, courts and the private bar, as well as the importance of using data collection, learning algorithms, and predictive analysis in building a successful system.

*Katherine Alteneader, Self Represented Litigants Network; Tom Clarke, National Center for State Courts*

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### Strategic Technology Planning

**Thursday • 10:00 - 11:15 am • (St. Johns)**

“Remember: no matter where you go...there you are.”—*Buckaroo Bonzai*

Some people argue that technology planning is impossible because “everything changes so fast.” While it’s fair to say that a five year plan that includes “upgrade to Office 2013” in the fourth year is best not followed to the letter, it is always better to work toward objectives than it is to just meander along. In this session, we’ll talk about what a strategic technology plan can do for an organization, what one consists of, how to write it and, most importantly, how to make sure that it accomplishes key objectives while remaining appropriately opportunistic. A good plan is much more than just a calendar full of installation dates. It will express the philosophy of the IT staff; outline the objectives and challenges; realistically lay out timelines in light of available resources; and let everyone know how the tech projects support the mission of equal justice.

*Peter Campbell, CIO, Legal Services Corporation*

### Families Change - An International Collaboration

**Thursday • 10:00 - 11:15 am • (Kingsley/Heckscher)**

Regions have different legal requirements and court processes, but the emotional experience of divorce and separation are much the same for parents and children. This workshop will demonstrate how California was able to capitalize on British Columbia’s existing web resources to produce new family resources specific to California law. Presenters will provide information on the collaboration that illustrates how two innovative Canadian websites, including an online parenting education program, were reworked at very low cost to offer accurate legal information for families in California.

*Bonnie Rose Hough, Managing Attorney, Center for Families, Children & the Courts, San Francisco, CA; Dave Nolette, Justice Education Society of British Columbia, Vancouver, BC, Canada*

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## Sessions

### **Lunch & Discussion on Wormhole to the Future: Unfetterd Brainstorming About the Future of Legal Services Technology** **Thursday • 11:30 am - 1:00 pm • (Buffet in Ballroom Foyer A and then proceed to Ruth's Chris for seating)**

The space-time continuum has visitors! Panelists, including more panelists from outside our ilk, will predict future development of legal services technology. Not just the incremental changes that we often hear re-hashed. Outlandish predictions of the direction of technology and the court system as it relates to our work. We will tease measurable predictions from the panelists as well, just to keep them grounded.

**Moderator:** Jeff Hogue; John Mayer, *CALI*; Vince Morris, *ALSP*; Pieter Gunst, *LawGives*; Laura Quinn, *Idealware*; Basia Andraka, *Enfoglobe*

### **Access to Justice: Collaborating with Public Libraries** **Thursday • 1:15 - 2:30 pm • (Amelia)**

With growing numbers of pro se litigants, community partnerships are more important than ever. This workshop will highlight collaborations between legal aid, courts, bar associations and public libraries to increase access to legal information and services. In 2011, the Legal Aid Society of Louisville received a TIG to partner with public libraries in KY and train librarians on legal resources available to their patrons. An A2J virtual assistance tool was also created that allows Kentuckians to navigate general civil legal information from any public computer with Internet access. Panelists will discuss effective training models for librarians and technology innovations to connect patrons with resources. This session will discuss avenues for reaching diverse client communities through innovative partnerships and training programs with libraries. Many libraries, rural and urban alike, serve highly diverse patron communities. Libraries are key community anchor institutions and provide equitable access and services to all members of a community. They are often the first point of contact for low-income and other vulnerable individuals researching an issue with a legal dimension, or individuals who lack Internet access at home.

**Soha Saiyed**, *Staff Attorney, Legal Aid Society of Louisville*;  
**Jennifer Frazier**, *KY State Law Librarian, Administrative Office of the Courts*



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### Get Your Game On!: Using Games to Engage and Learn about Legal Services

**Thursday • 1:15 - 2:30 pm • (Ballroom AB)**

Anyone using social media knows how popular, addicting and engaging mobile video games can be. Can games be used to teach? Can games create better engagement to connect the public to legal services? Come learn about two projects to develop games that empower lower-income people with civil legal knowledge on estate planning and mortgage foreclosure. These games go beyond the typical web-based examples of the past that have focused on courtroom simulations, civil procedure, or text-based games. These are cross-platform, mobile video games built to balance fun with legal education to create more effective engagement. Goals of these projects are to: 1) empower the players to prevent legal problems before they happen, 2) create game mechanics that award players with rewards that lead to real-world legal assistance, 3) increase access to justice for basic legal needs through the use of an online game, and 4) build a fun game that may be played online in a social capacity with friends and family to stimulate discussion and spread knowledge. Attendees in this session will learn about “games for social good” and how this movement is using the benefits of gaming to make positive changes in society. The speakers will also provide practical information about how to design and develop a mobile game for legal services.

*Teri Ross, Program Director, Illinois Legal Aid Online; Stephanie Kimbro, Attorney & Game Developer, Burton Law LLC and Game On Law, L3C*

### Cloud Computing and Office 365 for Legal Aid Law Firms

**Thursday • 1:15 - 2:30 pm • (St. Johns)**

The Cloud is fundamentally changing the way legal services are delivered. In this session we will demystify what cloud services are and explain exactly how they are being used by the legal profession to accelerate case management, automate processes and easily integrate client participation in their matters, all while lowering your IT spend. We will cover not only how the cloud is transforming common tasks like email and document collaboration, but also explore the new capabilities around communications, anywhere access and device management that

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did not even exist before. In this session you will also learn about how security and compliance are managed in a cloud environment and we will review the Florida Bar's Opinion on Cloud Services, which is fairly typical to the approach that most states are considering or have taken.

*Forceworks is a leading cloud partner with Microsoft and is one of the few partners, globally, that is fully certified across Microsoft's entire Cloud solution offerings.*

Steve Mordue, *CEO, Forceworks*

### Improving the TIG Program Grant Evaluation System

**Thursday • 1:15 - 2:30 pm • (Kingsley/Heckscher)**

LSC is in the process of upgrading the TIG program evaluation systems. LSC seeks to streamline the evaluation planning and final reporting systems for grantees and to improve the quality of the data collected about project accomplishments. This session will provide an overview of some of the changes under consideration and engage participants in a critical dialogue about those changes and other ways the TIG evaluation systems might be improved.

Bristow Hardin, *Legal Services Corporation*

### Creating On-Ramps to Online Resources: User-Centered Design for Self Help Environments

**Thursday • 2:45 - 4:00 pm • (Amelia)**

Many legal aid programs and courts now offer computer workstations or kiosks for litigants to access online resources, forms and applications on their own, or in a workshop context. Some programs partner with libraries that provide workstations and train on-site "navigators" to help litigants who need assistance using these technologies. What are we learning about these innovative public access models and the design of self-help resources? The physical space, content design and support available all matter to adoption and user experience. This interactive session will use photos, diagrams and usability studies of real-life self-help environments and tools to explore how to create effective on-ramps to online resources for all.

Liz Keith, *LawHelp Program Manager, Pro Bono Net*; Mirenda Watkins, *LawHelp Interactive Program Coordinator, Pro Bono Net*;

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*Susan Ledray, Sr. Manager Pro Se Services, Minnesota Fourth Judicial District; Mike Williams, Clerk of Court, Bronx County Family Court, New York*

### LSC's Technology Summit Report

**Thursday • 2:45 - 4:00 pm • (Ballroom AB)**

As a preliminary to last year's TIG Conference, LSC completed the second of two sessions making up its Summit on the Use of Technology to Expand Access to Justice. The Summit brought together selected technology experts, academics, private practitioners, and representatives of legal services programs, courts, and governmental and business entities to develop a technology vision for the future and to develop strategies that will promote the development and widespread deployment of the identified components of the technology vision. These strategies were an integral part of LSC Areas of Interest for the 2013 TIG grants. The complete report of the Summit has just been released and this session will examine that report in depth, including how it will shape TIG 2014.

*Glenn Rawdon, Legal Services Corporation; Tom Clarke, National Center for State Courts; William Jones, American Bar Association*

### Train the Trainer: Security Basics

**Thursday • 2:45 - 4:00 pm • (St. Johns)**

As Legal Aid system administrators, office support staff, and attorneys, you know that your office deals with a lot of sensitive information, and that more and more of it lives online. You are working as hard as you can to protect your organization's systems. But no matter what we do, our biggest security weaknesses lie with our end users. Communicating about digital security is often confusing and overwhelming. Join Lindsay Beck, of the National Democratic Institute, and Jessie Posilkin, of the Legal Services Corporation, for a Digital Security Train the Trainer session. You will leave with a stronger skill set for effectively training your end users with relevant and useful digital security tools.

*Jessie Posilkin, Training and Implementation Specialist, LSC; Lindsay Beck, National Democratic Institute*

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### Rapid Fire Tech Plenary Session - Show and Tell of Technology Projects and Ideas

#### Thursday • 4:30 - 5:30 pm • (Ballroom AB)

If you had six minutes to share an idea, best practice or show off a TIG project, what would you talk about? What if you only got 20 slides and they rotated automatically after 20 seconds? Around the world geeks have been putting together Ignite events to show their answers. This plenary Ignite session will feature a series of short presentations highlighting innovative technology projects and ideas. It will be fast-paced and informative!

Gwen Daniels, *Illinois Legal Aid Online*; Sue Encherman, *Northwest Justice Project*; Vivian Hessel, *LAF*; Anna Hineline, *LawNY*; Dave Nolette, *Justice Education Society of BC*; Mark O'Brien, *Pro Bono Net*; Angela Tripp, *Michigan Poverty Law Program/Legal Services of South Central Michigan*; Talley Wells, *Atlanta Legal Aid Society, Inc.*

### NLADA Technology Section Meeting/LSC Baselines Discussion

#### Thursday • 5:45 - 6:45 pm • (Amelia)

The NLADA Technology Section provides leadership and knowledge regarding the use of technology to foster and support the provision of quality legal services. The Section is working with LSC on a project to update the LSC Baselines—Technologies That Should Be In Place in a Legal Aid Office. Join us to discuss the project and the potential updates. *Everyone is welcome to attend.*

### Affinity Group Dinners

#### Thursday • 7:00 - 8:30 • (Sign-up at registration)

Meet by the conference registration desk. *(See the Affinity Group handout provided with your onsite registration materials.)*

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## Friday, 1/17

### Breakfast

#### 7:30 - 8:30 am • (Ballroom A Foyer)

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### Case Management Systems User Groups

**Friday • 8:30 - 9:30 am • (Ballrooms C, D, and E)**

These user group sessions will allow programs with the same case management systems (CMS) to informally meet and discuss CMS features, future plans and challenges.

### OST/DLAW Network Session

**Friday • 8:30 - 9:30 am • (St. Johns)**

This session will focus on the Drupal-based DLAW website template. It will include updates on new enhancements, newly launched Drupal sites, and changes to existing sites across the legal aid community. Presenters will include members of the community and Drupal developers.

*Abhijeet Chavan, Chief Technology Officer, Urban Insight, Inc.; Steven Rapp, Technology Project Developer, Idaho Legal Aid Services, Inc.; Mary Zimmerman, Director of Finance and Administration, Idaho Legal Aid Services, Inc.; Brian Dyer Stewart, Drupal Consultant, BDSWorks*

### LawHelp Network Session: What's New, What's Next for 2014

**Friday • 8:30 - 9:30 am • (Amelia)**

This session will highlight LawHelp / probono.net network activities and developments. PBN staff will discuss new and upcoming developments for the LawHelp.org and probono.net platforms, including new localized content portals, mobile enhancements and pro bono engagement tools. In addition, project coordinators from two states will discuss recent content and outreach initiatives, and how they can be replicated. We'll also look ahead to 2014 network trainings, translation resources, LiveHelp and LawHelp Triage initiatives.

*Liz Keith, LawHelp Program Manager, Pro Bono Net; Xander Karsten, LawHelp Program Coordinator, Pro Bono Net; Jillian Theil, LawHelp Program Associate, Pro Bono Net; Sue Encherman, Director of Administration, Northwest Justice Project; Barbara Siegel, Project Manager, Volunteer Lawyers Project of the Boston Bar Association*

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## Sessions

### What the National Technology Assistance Project Can Do For You!

**Friday • 9:45 - 10:45 am • (Ballroom AB)**

Get connected to the nationwide network of 400+ other Legal Services & non-profit techies available to help. This session highlights the work of the National Technology Assistance Project (NTAP), located on the web at LSNTAP.org, and ways you can get free help from NTAP and the community of legal aid techies that surrounds NTAP. We will cover the live help desk, email lists, the blog, the tech library and the CMS rating site and the YouTube Channel. There will be time for Q&A and open discussion. NTAP is always looking for new ways to help the community. Please bring your comments and ideas.

*Brian Rowe, Northwest Justice Project; Sue Encherman, Northwest Justice Project*

### LEP Dreaming of the Future

**Friday • 9:45 - 10:45 am • (St. Johns)**

This workshop will include a brief summary of what has been achieved in terms of access to online resources for different language groups funded under TIG grants or other type of grants. One of the projects that will be highlighted is the report done by New York on machine translation databases. The concept and findings will be shared with the community. Then a discussion will be facilitated with the panelists and the audience to brainstorm on the next generation of LEP technology that could be developed to enhance the ability of legal nonprofits to produce, store, share and recycle online content cheaper and more efficiently. The panelists will share the insights they gained from some of their projects. This will be a workshop where half the time is spent providing a background and then the other half will hopefully be a dynamic discussion where the audience can share knowledge, ideas, expertise on what might be the next tools that could be created to be used by legal aid, courts, and other partners to make the sharing of LEP content, faster, easier, cheaper and more reliable.

*Caroline Robinson, Websites Project Coordinator, Massachusetts Law Reform Institute, Inc.; Jeff Hogue, Supervising Attorney, Legal Assistance of Western New York, Inc.; Gwen Daniels and Dennis Rios, Illinois Legal Aid Online; Claudia Johnson, LawHelp Interactive Program Manager, Pro Bono Net*

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## Sessions

### Grant Writing Tips in 60 Minutes

**Friday • 9:45 - 10:45 am • (Amelia)**

Grantees and funders will share tips for being successful in writing persuasive grant proposals. You will also learn some pitfalls to avoid. This will be designed as a fast-paced, informative session, with time for interaction and sharing.

Raquel Colon, *Legal Services of Northern Virginia*; Sue Edmonds, *Community Legal Services of Mid-Florida*; Melissa Pershing, *Florida Bar Foundation*; Kristin Verrill, *Atlanta Legal Aid Society*

### Managing Your TIG Effectively: Reporting, Requirements and Lessons Learned

**Friday • 11:00 am - Noon • (Ballroom AB)**

(Required attendance for all 2013 TIG award recipients) The TIG staff will introduce 2013 TIG award recipients to the reporting requirements for documenting their grant activities, review TIG grant assurances and discuss best practices for managing your technology grants effectively.

David Bonebrake, Lora Rath, Glenn Rawdon, and Jane Ribadeneyra, *Legal Services Corporation*

### Affinity Groups

**Friday • 11:00 am - Noon • (Ballroom C, D and E)**

Affinity Groups are an opportunity for a more informal exchange of information. A variety of designated affinity group topics were determined by interest expressed during the registration process, and space will be designated by topic area. (*See the Affinity Group handout provided with your onsite registration materials.*) Each group has a discussion leader, but there is no set agenda or presentation—this is a chance to have your questions answered and to share your knowledge with your colleagues.



## Presenters

### Katherine Alteneder

Katherine Alteneder, the Coordinator of the Self-Represented Litigation Network (SRLN), has a background in legal services, the courts and private practice. After clerking for a trial court judge, Katherine worked at Alaska Legal Services Corporation. In 2001, the Alaska Court System hired her to develop a statewide self-help center, which resulted in the nation's first virtual self-help center operating through telephone and Internet capabilities and included one of the early TIG grants. In 2008, Katherine moved to private practice, establishing a successful unbundled legal services practice supporting self-represented litigants in Alaska, and helped to create the Unbundled Law Section of the Alaska Bar Association (the only one yet in existence). Katherine has been an active member of the Network since 2002, participating in Working Groups, writing and presenting at conferences.

### IV Ashton

IV Ashton, founder of PS Technologies, has spent his career working both domestically and internationally with courts and nonprofit organizations to promote the rule of law and to ensure all individuals have equal access to justice. In addition to working with hundreds of legal service agencies, Mr. Ashton founded Illinois Legal Aid Online, designed a database and GIS system to gather war crimes evidence in Kosovo and helped design Albania's legal information infrastructure for the World Bank.

### Lindsay Beck

Lindsay Beck is a Program Officer at the National Democratic Institute's NDItch team. Lindsay works on integrating use of innovative applications of technology to the unique challenges of countries worldwide, focusing on how NDI and its partners can safeguard their data and communications in their projects to hold governments accountable as well as monitor elections and other political processes. Lindsay received her Master's degree candidate in International Affairs, focusing on Technology in International Affairs, at the Elliott School at the George Washington University. You can find her on Twitter @becklindsay.

### David Bonebrake

David Bonebrake is a Program Counsel at Legal Services Corporation and is responsible for helping manage LSC's Technology Initiative Grants (TIG) Program. TIG funds innovative technology projects that improve

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quality and access to legal services across the country. Prior to LSC, David provided technology support and assistance to the poverty law community at the Legal Services National Technology Assistance Project. David has worked extensively with the legal aid community on several technology projects, including the migration of over a dozen legal aid websites to Drupal. In law school, David served as the supervisor of the Self-Help Web Center, a legal help desk located in downtown Chicago. David holds a J.D. from Chicago-Kent College of Law.

### Peter Campbell

Peter Campbell is the Chief Information Officer at Legal Services Corporation. Prior to joining LSC, Peter spent five years managing technology at Earthjustice, the nation's leading environmental law firm, and seven years serving as IT Director at Goodwill Industries of San Francisco, San Mateo & Marin Counties, Inc. Peter has a broad knowledge of networks, databases, email and the web. In 2003, he won a "Top Technology Innovator" award from InfoWorld for developing a retail reporting system for Goodwill thrift. Peter's focus is on advancing communication, collaboration and efficiency through creative use of the web and other technology platforms. In addition to his work at LSC, Peter blogs on NPTEch tools and strategies at <http://techcafeteria.com>; is active in the non-profit community as member of NTEN; and spends as much quality time as possible with his wife, Linda, and son, Ethan.

### Abhijeet Chavan

Abhijeet Chavan is the chief technology officer of Urban Insight, Inc. He has 17 years of technology consulting experience working with government, education, private, and non-profit clients. His areas of interest include open source software, content management systems, building online communities, usability, and web accessibility. Abhijeet is the co-founder and co-editor of Planetizen, the leading urban planning news website. He previously coordinated geographic data visualization projects at the University of Illinois at Urbana-Champaign (UIUC). Abhijeet holds Master of Architecture and Master of Landscape Architecture degrees from UIUC.

### Tom Clarke

Tom Clarke has served for the last eight years as the Vice President for Research and Technology at the National Center for State Courts.

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Before that, Tom worked for ten years with the Washington State Administrative Office of the Courts first as the research manager and then as the CIO. As a national court consultant, Tom speaks frequently on topics relating to court effective practices, the redesign of court systems, and the use of technology to solve business problems. Tom is currently working on litigant portals, triage best practices for self-represented litigants, and the cloud provision of remote interpretation. He actively consults on the successful use of technology and best practices surrounding court technology.

### Gwen Daniels

As Illinois Legal Aid Online's Director of Technology Development, Gwen is responsible for all aspects of the software development lifecycle for all of its software applications, from requirements and prototyping, design, coding, testing, and documentation. Prior to working at ILAO, Gwen worked at the Shriver Center. Gwen served on the board of LSNTAP and is a 1998 graduate of the DePaul College of Law.

### Sue Edmonds

Suzanne Edmonds is 20-year attorney and serves as the Resource Development & Grants Manager for Community Legal Services of Mid-Florida. She started her legal career as an assistant Public Defender in 1993, and has practiced poverty law in Central Florida (with CLSMF and its predecessor program, Withlacoochee Area Legal Services) since 1999. In her current position, she spends the majority of her time identifying and applying for grant opportunities and managing CLSMF grant programs.

### Sue Encherman

Susan Encherman began her career in civil legal services in January 1980 when she was hired as the first Administrator of Evergreen Legal Services. She held this position until October of 1995 when as a result of a statewide restructuring plan, she left to launch the Northwest Justice Project as the Director of Administration. Ms. Encherman is an active participant and lecturer in state and national legal aid technology and administrative taskforces and workgroups and is a frequent presenter on best practices for civil legal aid programs nationally. Prior to joining the civil legal services network, she was a paralegal with the Clark County Public Defenders office.

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## Presenters

### Matthew Eshlemon

As the Chief Technology Officer at Community IT, Matthew Eshleman is responsible for shaping Community IT's strategy in assessing and recommending technology solutions to clients. With a deep background in network infrastructure technology he fundamentally understands how technology works and interoperates both in the office and in the cloud. Matt joined CommunityIT as an intern in the summer of 2000 and after finishing his dual degrees in Computer Science and Computer Information Systems at Eastern Mennonite University he rejoined Community IT as a network administrator in January of 2001. Matt has steadily progressed up at Community IT and while working full time received his MBA from the Carey School of Business at Johns Hopkins University. Matt is a frequent speaker at NTEN events and has presented at the Inside NGO conference and Non-Profit Risk Management Summit. He lives in Baltimore MD with his wife, daughter and son. Matt is an active member of the Baltimore Choral Arts Society and the support committee of the Baltimore Mennonite Voluntary Service unit.

### Eric Fong

Eric Fong is the supervisor of the IT department at Legal Assistance Foundation (LAF) in Chicago. He has a bachelor's degree in computer engineering from Illinois Institute of Technology. Combined with experience in usability and human-computer interaction, he specializes in designing secure and user-friendly networks and systems.

### Jessica Bolack Frank

Jessica Bolack Frank is the Program Coordinator for CAJT at Chicago-Kent. She holds a B.A. in Political Science and History from Marquette University and a J.D. from Chicago-Kent. Jessica is currently working on the A2J 5.0 TIG and the Cyber Clinic TIG (A2J Clinic Project) providing project management, community outreach, A2J Author training, and developer support.

### Kate Frank

Kate manages CTLawHelp.org, Connecticut's statewide website. She creates content for the site and manages its technical and day-to-day activities. Kate's photos have appeared in magazines and newspapers including the *New Haven Register*, *Connecticut Magazine*, *Fairfield Magazine*, and *Fine Homebuilding*. Her videos have appeared on

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FineGardening.com and FineCooking.com, as well as the State of Connecticut Judicial Branch's website and YouTube channel. Kate holds a bachelor's degree in journalism from Southern Connecticut State University.

### Jennifer Frazier

Jennifer is the State Law Librarian of Kentucky. She received her BA in History from Northern Kentucky University; J.D. from the Brandies School of Law at the University of Louisville and Masters in Library and Information Science from the University of Kentucky. She is a member of the Kentucky Bar Association, American Association of Law Librarians, Kentucky Library Association, and the Southeastern Chapter of the American Association of Law Librarians. She is a Commissioner on the Kentucky Access to Justice Commission and chairs the Public Service Committee. She has done multiple presentations for varying groups regarding free online legal resources and Access to Justice.

### Carla Goldstein

Carla Goldstein is Associate General Counsel, Director of Strategic Initiatives for Bank of Montreal. Ms. Goldstein's first mandate is oversee the continued development and implementation of a robust external counsel program. She is committed to working with the in-house attorneys and external counsel to drive innovative delivery models for legal services. Ms. Goldstein brings to this role a unique combination of experience as a corporate lawyer, a credentialed project management specialist, and a founding member of the Seyfarth Shaw's SeyfarthLean Program team. Ms. Goldstein formerly was Chief Strategic Innovations Officer of SeyfarthLean Consulting and its parent Seyfarth Shaw. In that capacity she focused on the delivery of legal services, process improvement and outside counsel management programs for her clients. She received a J.D./M.B.A. from Northwestern University School of Law/Northwestern Kellogg School of Management and a B.F.A. from the University of Massachusetts.

### Bristow Hardin

Bristow Hardin has been a LSC program analyst since 2003 and was previously a LSC program analyst from 1995 to 1998. He oversees the evaluations of TIG projects, analyzes economic and demographic trends affecting the allocation of LSC funding and the demands on LSC grantees' services, administers the Veterans Pro Bono Program grant,

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and helps coordinate and/or evaluate special LSC initiatives (such as collaborations with Veterans Readjustment Centers and the LSC Loan Repayment Assistance Program). He has worked with legal services programs or other advocacy groups for over 25 years. He has a M.A. and Ph.D. in sociology from the University of California, Santa Cruz.

### Vivian Hessel

Vivian R. Hessel, the Director of Technology for Advocates at LAF, is responsible for cultivating the use of technology in LAF's work, managing agency-wide technology projects and acting as the site administrator for LAF's case management system. Prior to assuming this position, Vivian worked as a supervisory attorney at LAF for sixteen years supervising staff attorneys and litigating complex cases involving consumer, family, housing and employment issues. She has a B.A. in psychology and mathematics from Northwestern University and a J.D. from Loyola University Chicago School of Law.

### Anna Hinline

Anna Hinline is a technologist at Legal Assistance of Western New York, Inc. This is her third year with the organization. Last year she served as the Upstate Organizational Listing Coordinator for LawHelp/NY and coordinator of the Geneva office's pro-se divorce clinic and other pro-bono initiatives. She started at LawNY as an AmeriCorps VISTA, establishing LawNY's Veteran Outreach Project

### Jeff Hogue

Jeff Hogue is a Supervising Attorney and Technology Coordinator at Legal Assistance of Western New York, Inc.® He provides direct legal representation to low-income residents of western New York, supervises legal workers, and coordinates LawNY®'s innovative technology initiatives. He is the co-chair of the NLADA Technology Section, a member of the NYSBA Committee on Legal Aid, a contributor to the New York chief Judge's Technology Taskforce, and the convenor of the New York Technology Coordination group. He has worked with courts, legal aid providers, bar associations, and administrative agencies in the United States and abroad to leverage innovative technology tools that enhance access to justice. Currently, he manages technology projects and is studying the potential of systemic analysis and data visualization to improve program quality and the usefulness of data to advocates. He is

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a graduate of Cornell Law School and the Fulbright College Honors Program at the University of Arkansas.

### Bonnie Hough

Bonnie Rose Hough is the Managing Attorney for the California Administrative Office of the Court's (AOC) Center for Families, Children & the Courts, where she has been employed since 1997. The focus of her work is on helping courts meet the needs of self-represented litigants. She staffs the Shriver Civil Counsel Implementation Committee, and the Task Force on Self-Represented Litigants. She works with a wonderful group that coordinates the California Courts Self-Help Website which provides over 4,000 pages of legal and procedural information and referrals and has been translated into Spanish. They also develop document assembly programs for use in self-help centers. Bonnie oversees 5 grant programs providing funding for legal services and court-based self-help programs. She also assists the Family and Juvenile Advisory Committee with family law forms, rules and procedures. Prior to joining the AOC, she was a co-founder of the Family Law Center, a nonprofit legal services organization in Marin County, and served as its lead attorney and executive director for six years. Ms. Hough received a J.D. from Hastings College of the Law, an M.P.A. from San Francisco State University, and a B.A. from the University of California at Santa Cruz.

### Claudia Johnson

Claudia Colindres Johnson manages LawHelp Interactive at Pro Bono Net, the national online document assembly initiative for access to justice projects in the US and Canada. She supports over 44 states and over 150 legal nonprofits and courts in creating, using, planning, funding online legal forms for those without lawyers, staff attorneys, and pro bono lawyers. She is a member of the language access advocacy community (NLAAN) and is also involved in the legal hotline community. She was a member of the ABA SCLAID working group that drafted the LEP Standards for Courts, and participated in the working group that published the Principles and Practices for Access Friendly Electronic E-filing. From 2000-2004 Claudia lead the design and implementation of the well-respected multilingual Legal Advice Line at Bay Area Legal Aid in Oakland and was member of the management team of that program. Before law, Claudia was a health care policy analyst for the US Senate from 1992-1994. Claudia graduated from Penn Law, the University of



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California Berkeley Goldman School of Public Policy, UCB Graduate School of Public Health, and holds her BA from the same institution. She reads and speaks 3 languages. She resides in Eastern WA with her family and 3 dogs. She guest blogs with Richard Zorza at [www.accesstojustice.net](http://www.accesstojustice.net).

### Xander Karsten

Xander joined Pro Bono Net in 2012. Previously, he worked for two years as an Equal Justice AmeriCorps Legal Fellow at Legal Assistance of Western New York in Geneva, New York, where he focused on providing holistic legal representation to those impacted by a criminal record. From 2008 to 2010 he worked as an Institute for Foreclosure Legal Assistance grantee at the Empire Justice Center in Rochester New York. Xander received his JD from SUNY Buffalo, and his BA in Philosophy from SUNY Binghamton. He lives in San Francisco.

### Liz Keith

Liz joined Pro Bono Net in December 2004, working first as a LawHelp Circuit Rider and now as the LawHelp Program Manager. She previously managed communications, development and programs at the Maine Women's Policy Center, focusing on legislation impacting women's health, economic security and freedom from violence. She received a self-tailored master's degree in community informatics from the University of Michigan, where she was a consultant to community information projects for the Digital Partners Social Enterprise Laboratory and the Alliance for Community Technology in Michigan, Haiti and Chile. Liz lives in the San Francisco Bay area.

### Stephanie Kimbro

Stephanie Kimbro, MA, JD, is Co-Director of the Center for Law Practice Technology, Founder of Curo Legal and member of Burton Law LLC, a virtual law firm. She is the recipient of the 2009 ABA Keane Award for Excellence in eLawyering and the author of Virtual Law Practice: How to Deliver Legal Services Online (2010), Limited Scope Legal Services: Unbundling and the Self-Help Client (2012), Consumer Law Revolution: The Lawyers' Guide to the Online Legal Marketplace (2013), and Online Legal Services for the Client-Centric Law Firm (2013). She is a member of the ABA Standing Committee on the Delivery of Legal Services and the Secretary of the ABA Law Practice Division. She has also founded a

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company, Game On Law, to develop games related to legal services

### Joan Kleinberg

Joan Kleinberg is a member of the management team of the Northwest Justice Project where she works on projects that support the strategic objectives of the organization including outcomes measurement, use of data, intake system flow, case management system development and private attorney involvement. In 1995, after serving as a staff attorney and private attorney involvement specialist at Evergreen Legal Services, Joan became one of three founders of the Northwest Justice Project, where she developed and managed the CLEAR hotline before moving to her current position. CLEAR was the first statewide legal aid hotline for low-income persons; Joan is known nationally for her expertise in telephonic legal services delivery models and their evolution to meet growing and changing client needs.

### Marc Lauritsen

Marc Lauritsen, president of Capstone Practice Systems, practiced and supervised in legal aid offices for seven years, then served as an instructor, director of clinical programs, and a senior research associate at Harvard Law School. Marc directed Project PERICLES there, which focused on computer applications in legal services. He was “chief e-legal officer” at AmeriCounsel.com, which developed an online environment for low-cost, high-quality legal service delivery through a nationwide network of lawyers. Capstone supplies custom software and training for a wide variety of private and non-profit law offices, and, together with Kaivo Software, developed the national online document assembly service that became LawHelp Interactive. Marc is a fellow of the College of Law Practice Management and co-chairs the American Bar Association’s eLawyering Task Force. He has taught Lawyering in an Age of Smart Machines at Suffolk Law School as part of the Apps 4 Justice initiative.

### Susan Ledray

Susan Ledray is an attorney with the Minnesota Courts. She developed and manages the MN Courts Self Help Center, a virtual service for self-represented litigants in all 87 counties at the trial court level. She also has managed the walk-in Self Help Centers in Hennepin County since 1999. Susan has been involved with TIG grants for document assembly and SRL e-filing. She also is a judicial officer in Housing Court. Susan

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has a J.D. from the University of Minnesota and an MBA from St. Thomas University.

### Christine Mandiloff

As Communications Director for Montana Legal Services Association, Christine Mandiloff oversees MLSA's statewide public relations and community outreach efforts, as well as assists staff with technology projects. With MLSA since 2002, Christine has worked as a domestic violence case handling and technical assistance attorney, community legal education attorney, and TIG grant manager.

### Ed Marks

Ed Marks is Executive Director for New Mexico Legal Aid, a statewide LSC-funded program. NMLA serves a large and diverse territory including mountains and deserts, urban areas, sparsely populated rural counties, and Native American communities. The program uses video links, web conferencing, VOIP phones, remote access, and other on-line resources to link 10 offices throughout the state.

### Kim Marshall

Kim Marshall is the Content Developer and Project Manager with the Arkansas Legal Services Partnership. She works in the Little Rock, Arkansas office of the Center for Arkansas Legal Services, where she has provided technology support and content development for the statewide website, justice technology projects, e-newsletters, and other publications. She has extensive experience in plain language, editing, writing, and maintaining content for print, web, and multimedia projects. Marshall received her B.A. in Writing and Mass Communications, emphasis in journalism at the University of Central Arkansas.

### John Mayer

John Mayer, Executive Director of CALI, the Center for Computer-Assisted Legal Instruction since 1994. CALI is a 501(c)(3) non-profit consortium of over 200 US law schools and the developer of the A2J Author software used by many courts and legal aid organizations. Mr. Mayer has a BS in Computer Science from Northwestern University and a MS in Computer Science from the Illinois Institute of Technology and has worked in technology in legal education and access to justice for over 25 years. He was named Law Technology News Champion of

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Technology in 2012 and an ABA Journal Legal Rebel in 2013. He can be reached at [jmayer@cali.org](mailto:jmayer@cali.org) or followed on twitter at [@johnpmayer](https://twitter.com/@johnpmayer).

### Mike Monahan

Mike Monahan is the Director of the Pro Bono Project of the State Bar of Georgia, a nearly 30-year-old joint program of the State Bar of Georgia and the Georgia Legal Services Program. For the State Bar of Georgia, Mike staffs the Bar's Access to Justice Committee and serves as staff liaison to the Military and Veterans Pro Bono Committee, provides pro bono support to programs and local bar associations, and supports Bar sections and committees on special pro bono projects such as disaster legal services. He supervises 10 pro bono coordinators for Georgia Legal Services Program, covering 154 mostly rural counties. Mike preaches the gospel of technology to support the delivery of quality legal services to low-income Georgians.

### Steve Mordue

Steve Mordue is the CEO of Forceworks, a Microsoft Certified Cloud Partner specializing in the requirements of legal organizations. Steve, and his associates, hold Microsoft certifications in Office 365, SharePoint and Dynamics CRM and specialize in applying these technologies to the legal field. Forceworks is a leading Cloud Partner for Microsoft, and Steve is often asked by Microsoft to facilitate Partner-facing webinars for Best Practices around cloud deployments.

### Vince Morris

Vince Morris fuses technology and the law to implement innovative "justice technology" solutions to increase access to, and distribution of, legal resources. These resources include advocate training resources, outreach support, pro bono recruitment tools and legal advice via multimedia resources. Morris received his undergraduate degree at the University of Central Arkansas studying philosophy and interdisciplinary connections. His post-graduate studies include Internet Technologies at the George Washington University in Washington, D.C. and a Juris Doctorate from the University of Arkansas at Little Rock Bowen School of Law. He is a licensed attorney in Arkansas.

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### Susan Nofi-Bendici

Susan Nofi-Bendici, Executive Director, New Haven Legal Assistance. Susan oversees the day-to-day activities of CTLawHelp.org, which operates out of NHLAA's offices. Previously, she was Deputy Director and a staff attorney at NHLAA. From 2002-2009, Susan worked for the Connecticut Department of Labor's Employment Security Appeals Division, first as an Unemployment Appeals Referee and later as Principal Attorney to the Board of Review. She received her J.D. from the Quinnipiac University School of Law and a B.S. from Southern Connecticut State University. Susan is President of the Board of Directors of the Lower Naugatuck Valley Parent-Child Resource Center and serves on the boards of the New Haven County Bar Association, The Legal Assistance Resource Center of Connecticut and The Community Fund for Women & Girls. Susan is a member of the Connecticut Judicial Branch Access to Justice Commission, the Connecticut Judicial Branch Pro Bono Committee, The Connecticut Bar Association Pro Bono Committee and the Connecticut Hispanic Bar Association.

### Dave Nolette

Dave is the Communications and Web Manager at Justice Education Society—a non-profit organization in British Columbia, Canada. Along with a sunny disposition, Dave brings web-based innovation to the Society, applying digital technologies to improve access to justice. Over the last 5 years, Dave has developed 25 justice websites, produced over 200 instructional videos and launched Canada's first virtual services for legal help. Online training courses include: Parenting After Separation, the Youth Criminal Justice Act and Cybersafe BC. Most recently, Dave's team developed and launched an Online Dispute Resolution Platform for BC's Small Claims Court.

### Mark O'Brien

Mark O'Brien is the co-founder and Executive Director of Pro Bono Net, a national nonprofit that increases access to justice for the poor and other vulnerable populations through innovative uses of technology, collaboration and volunteer mobilization. Founded in 1998, Pro Bono Net has built web platforms to support public interest lawyers, build broad based justice partnerships, and empower people in need to solve their own legal problems. Prior to starting Pro Bono Net, Mark spent eight years building

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a nationally recognized pro bono program at Davis Polk and Wardwell. He is a member of the Pro Bono and Legal Services Committee of the New York City Bar and of Chief Judge Jonathan Lippman's Committee on Non-Lawyers and the Justice Gap. He is an Adjunct Professor at Georgetown University Law Center, where he co-teaches the Technology, Innovation, and Law Practice Practicum, and was a 2012 FastCase 50 honoree. Mark, who is himself a card-carrying Non-Lawyer, lives in Brooklyn, where he and his wife, artist Kit Warren, have raised two sons.

### Josh Passman

Josh Passman has worked with Bet Tzedek's Conservatorship/Elder Law self-help clinics since the summer of 2010. He runs the clinics in the Downtown and Norwalk courthouses. He also supervises the Pasadena clinic remotely. Josh's relationship with Bet Tzedek began in 2006, when he worked as a summer clerk. In July of 2009, Josh returned to Bet Tzedek to work as a Volunteer Attorney, preparing and arguing Public Benefit and Unlawful Detainer cases. For his excellent work, he received Bet Tzedek's Volunteer of the Year award in 2010. Josh attended Pitzer College in Claremont, where he majored in Sociology. He received his J.D. degree from Southwestern Law School.

### Rachel Perry

Rachel J. Perry is a Principal at Strategic Data Analytics, LLC. SDA is a data analysis consulting firm which helps organizations use data to celebrate successes, analyze client service effectiveness, increase organizational efficiency, impress funders and increase revenue, and to grow internal capacity to use data in support of organizational goals. Ms. Perry is frequently asked to speak at national and regional conferences regarding strategic data analysis for legal aid organizations and consults for various individual legal aid organizations. She was formerly the Research & Data Analyst at The Legal Aid Society of Cleveland where she conducted data analyses for internal management and funder reports using internal client and case data and external demographic data. Ms. Perry has a Masters of Public Administration in Public Finance and Policy Analysis from the School of Public & Environmental Affairs at Indiana University where she was a Lilly Fellow. Her previous work experience includes serving as an operations and finance director for a non-profit organization, overseeing economic development efforts

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for a municipality, conducting poverty analysis at a university research center, management consulting, and investment banking.

### Melissa Pershing

Melissa Pershing is the Director of The Florida Bar Foundation's Legal Assistance to the Poor/Law Student Assistance (LAP/LSA) Grant Programs. The Foundation funds multiple legal aid and pro bono programs across the state and continues to invest in technologies for the statewide delivery system. Melissa has served as the Executive Director of Legal Services Alabama and of Legal Aid of North Carolina (then Legal Services of North Carolina) as well as the Director of Public Service Activities (Pro Bono and Lawyer Referral) at the North Carolina Bar Association. From 1998 - 2001 she was a program counsel in LSC's Office of Program Performance. Before law school, Melissa spent 13 years in corporate and agency advertising and public relations.

### Jessie Posilkin

Jessie Posilkin is the latest addition to the LSC IT Team. In her role as Training and Implementation Specialist, she will be supporting LSC's transition to a new data portal and document management system, as well as helping LSC open up data sets and increase the overall technology proficiency of LSC Staff. Jessie began her career in the legal clinic at Bread for the City. After a stint working in the Jewish community and as a local community organizer, Jessie returned to Bread to lead the adoption of GoogleApps, the launch of an online case management system and document storage solution, and the development of information security policies and trainings, in addition to providing front line tech support. Jessie comes to LSC with a passion for making technology and information accessible to anyone.

### Laura Quinn

As Idealware's Executive Director, Laura directs Idealware's research, writing, and training to provide candid reports and articles about non-profit software. She's the organization's expert on technology in the legal aid space, with a particular focus on infrastructure and software for program delivery. Prior to Idealware, Laura founded Alder Consulting, where she helped nonprofits create internet strategies, select appropriate software, and then build sophisticated websites on limited budgets. She has also selected software, designed interfaces, and conducted user



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research for multimillion dollar software and website implementations with such companies as Accenture and iXL. Laura is a frequent speaker and writer on nonprofit technology topics.

### Steve Rapp

Steven Rapp has been with Idaho Legal Aid Services since 2007 and serves as the Website Administrator and Automated Document Developer. Prior to work in the Legal Aid technology area, Steve was an Executive producer and Content Developer for the National Science Teachers Association, Arlington, VA., developing online learning modules for educators. Before moving into the technology field, Steve was a High School science teacher in Boise, ID.

### Glenn Rawdon

Glenn Rawdon is Program Counsel for Technology with the Legal Services Corporation. He is responsible for helping legal services programs with their technology efforts and with the administration of the Technology Initiative Grants (TIG) program. Since the program started in 2000, TIG has made over 550 grants totaling nearly \$45 million. He serves as an LSC representative to the Self-Represented Litigants Network and is deeply involved in self-help initiatives nationwide. Before coming to LSC in 1999, he was a managing attorney at Legal Services of Eastern Oklahoma for five years and before that, he was in private practice.

### Jane Ribadeneyra

Jane Ribadeneyra joined the Legal Services Corporation in 2009 as a program analyst for the Technology Initiative Grant program. She oversees grant projects to develop, test and replicate innovative technologies to improve access to high quality legal information and assistance for poor people throughout the United States and its territories. She also conducts on-site visits to help legal aid organizations enhance their overall information technology infrastructure. She has over 20 years of experience in nonprofit management, and served as director of member services for the National Legal Aid & Defender Association from 2000-2009. Her areas of expertise include membership marketing, information technology, online community development, website and social media strategy, and project management. She received a B.A. in public policy from Duke University.

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## Presenters

### Caroline Robinson

Massachusetts Law Reform Institute employs Caroline Robinson to run MassLegalHelp.org, Massachusetts' legal information website for low-income and low-legally-literate folks. Caroline is passionate about making sure that people can both get and understand the legal information they need. To this end she coordinates a team of attorney editors, translates articles into readable English, manages 6 translators, dives into technology when absolutely necessary, and probably speaks out for communicating clearly far more than absolutely necessary. Caroline is a member of the Massachusetts Access to Justice Commission's Working Group on Web and Technology, and two of the Trial Court's Access to Justice Task Forces - the Task Force on Forms and the Task Force on Self-Help Materials. Caroline graduated from Germantown Friends School, and Barnard College where she double majored in Ancient Greek and Latin, and earned a secondary school teaching certificate for New York State. After her 2 1/2 year term in the Peace Corps, she completed all requirements except the thesis for a Masters in Intercultural Management at the School for International Training - (now World Learning). Caroline lives on a farm in central New Hampshire and pinch-hits for NH, contributing to NHLegalAid.org whenever she can.

### Teri Ross

Teri Ross is the Program Director at Illinois Legal Aid Online, where she has worked since 2008. Her duties include strategic oversight of the content, technology and outreach programs, fostering new and existing partnerships with community organizations, and developing new programs and products. Under her leadership, the program team at Illinois Legal Aid Online has developed: a Spanish-language, legal-information website, AyudaLegalIL.org; two free mobile apps for iOS and Android devices, Illinois Legal Aid and Illinois Pro Bono; an "online access system" that enables website users to apply online to Illinois' 3 LSC-funded organizations; and an eLearning curriculum for foreclosure advocates (coming soon). She is the 2009 recipient of The Chicago Bar Foundation Anderson Fellowship. Prior to her ILAO work, Teri was a staff attorney at Prairie State Legal Services where she worked with the homeless population in northern Illinois. She is a 2006 graduate of the DePaul College of Law and holds a Bachelor of Science degree from Northwestern University.

# LSC TIG CONFERENCE 2014

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## Presenters

### Brian Rowe

Brian Rowe is a techie & professor currently working at Northwest Justice Project as the National Technology Assistance Project Coordinator (LSNTAP.org), and teaching at University of Washington and Seattle University Law in the areas of information privacy, ethics and social use of information. Brian can be contacted at [BrianR@NWJustice.org](mailto:BrianR@NWJustice.org) and is very willing to help with any legal aid tech related issue. Brian has worked with several nonprofits including Creative Commons, Public Knowledge, King County Bar Association, and Disability Rights Washington. Brian currently serves on the Washington State Access to Justice Board's Technology Committee, and is on the Faculty Advisory Board for Students for Free Culture.

### Sue Ryan

Susan Ryan serves as the Managing Self-Help Attorney for the Riverside Superior Court, where she supervises the court's Self-Help Program, Small Claims Advisory, and Office of the Family Law Facilitator. Ms. Ryan started as a family law facilitator with the Riverside Superior Court in 2007. Prior to coming to the court, she worked in public entity law, including as a Deputy City Attorney for the City of Escondido, where she was a civil litigator. Ms. Ryan has a B.B.A. in finance and banking from National University, and a juris doctorate from National University School of Law.

### Soha Saiyed

Soha is a staff attorney in the Rural Unit at the Legal Aid Society. Her practices consists of general civil litigation in the counties surrounding Louisville, KY. She also presents to community and legal groups on topics such as landlord-tenant law, foreclosure and human trafficking. She is a member of the Public Services Committee of the Kentucky Access to Justice Commission. Soha received her B.A. in History and Foreign Languages and International Studies from Bellarmine University and her J.D. from the Brandeis School of Law at the University of Louisville.

### Barbara Siegel

Barbara Siegel is the manager of Senior Partners for Justice, a pro bono project started by Judge Edward M. Ginsburg (Ret.) in 2002 at the Volunteer Lawyers Project of the Boston Bar Association (VLP). In this position, she develops and coordinates mentoring programs for new

# LSC TIG CONFERENCE 2014

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## Presenters

volunteers by members of Senior Partners, court-based pro bono projects, and volunteer engagement efforts. Ms. Siegel also manages a Legal Services Corporation Technology Initiative Grant to develop a statewide pro bono website for Massachusetts and oversees VLP's website and social media presence. Ms. Siegel's legal career began in 1989 with a clerkship in the Massachusetts Appeals Court and an associate position in a law firm. In 1992, she entered the legal aid world and has never looked back. Prior to joining VLP, she served as a senior staff attorney at the Disability Law Center and assistant legal director at the Community Legal Services and Counseling Center. Ms. Siegel is a graduate of Brown University and Boston College Law School.

### Ron Staudt

Ronald Staudt is responsible for program building and funding for teaching and research activities leveraging law, business and technology assets. He places special emphasis on using technology to improve access to justice. His current projects include: Director of CAJT, lead consultant on A2J Author projects and Program Director of Chicago-Kent's Public Interest Law Program.

### Jillian Theil

Jillian joined Pro Bono Net in August 2011. Previously, she worked as a staff associate at the Center for Genetics and Society. She has also collaborated with women's advocacy organizations on projects examining the social, legal and ethical questions raised by new assisted reproductive technologies. She earned her B.A. summa cum laude from the University of California, Los Angeles. Jillian is based in San Francisco.

### Kristin Verrill

Kristin Nelson Verrill is the Practice Innovation Manager at Atlanta Legal Aid Society. As Practice Innovation Manager, she develops and implements technology tools to increase and improve legal advocacy for low income clients. She is Atlanta Legal Aid's Hot Docs and A2J developer, video producer, statewide website content manager and Legal Server administrator. She received her J.D. from Golden Gate University School of Law and her B.A. from Miami University. She has worked with Atlanta Legal Aid since 1999.

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## Presenters

### Mirenda Watkins

Mirenda Watkins joined Pro Bono Net in July 2012 as the LawHelp Interactive Program Coordinator. Prior to joining Pro Bono Net, she was a Hotline Program Coordinator for Legal Information for Families Today (LIFT), where she managed the organization's telephone and email family law information hotlines. Before LIFT, Mirenda was a staff attorney at the Bronx Defenders within the organization's Family Defense Practice. She received her B.A. in History from University of Pennsylvania and earned her J.D. from Georgetown Law. She lives in Chicago with her partner and loves cooking.

### Mike Williams

Mike Williams serves as the Chief Clerk of the Bronx County Family Court. His previous titles include Court Clerk Specialist for the Office of the Self Represented in Kings County Family Court, Assistant Deputy Chief Clerk of Self Represented Services in Kings and Queens Counties (2001 - 2010). Williams commenced his career as a Court Officer in 1989. He is a Brooklyn College Alum. One of his most recent achievements was to co-author the online DIY Child Support Modification Petition Program for New York Family Courts; one of the most utilized forms on LawHelp Interactive. He lives in New York City and is the married father of two beautiful children Kaitlin (14) and Jonathan (10).

### Mary Zimmerman

Mary Zimmerman has been working as the Administrator for Idaho Legal Aid Services for the past 21 years. ILAS is a statewide organization and has been the only poverty law agency in Idaho for over forty years. She is responsible for all accounting, budgeting and financial reporting and processes. She also handles most of the human resources responsibilities and is currently the Project Manager for six TIG grants. She has over thirty years experience in accounting and management. Mary holds a BS in Business and an MBA from Boise State University.

# LSC TIG CONFERENCE 2014

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## Jacksonville Area Restaurants

### **Sake House**

(1 block Southeast) \$\$

1478 Riverplace Blvd.

904.306.2188

A quaint restaurant serving up hibachi grilled meals and sushi of all kinds.

[www.sakehousejax.com](http://www.sakehousejax.com)

### **River City Brewing Company**

(.1 mile) \$\$-\$\$\$

835 Museum Circle

904.398.2299

Fresh seafood, steaks and pasta with riverfront views.

[www.rivercitybrew.com](http://www.rivercitybrew.com)

### **BB's**

(.3 miles) \$\$

1019 Hendricks Ave.

904.306.0100

Modern and eclectic Jacksonville bistro.

[www.bbsrestaurant.com](http://www.bbsrestaurant.com)

### **Basil Thai & Sushi**

(.3 miles) \$\$

1019 Hendricks Ave.

904.306.0100

Thai and Sushi fusion restaurant.

[www.basilthaijax.com](http://www.basilthaijax.com)

### **Bistro Aix**

(.6 miles) \$\$-\$\$\$

1440 San Marco Blvd.

904.398.1949

Mediterranean and French inspired; wood-oven grilled pizza

[www.bistrox.com](http://www.bistrox.com)

### **Indochine**

(.9 mile) \$\$

21 E Adams St.

904.598.5303

Thai and Southeast Asian

[www.indochinejax.com](http://www.indochinejax.com)

### **Taverna**

(1.2 miles) \$\$

1986 San Marco Blvd.

904.398.3005

Taverna in features a menu that changes with the seasons with influences from Spain and Italy.

[www.tavernasanmarco.com](http://www.tavernasanmarco.com)

### **Black Sheep Restaurant**

(2.1 miles) \$\$

1534 Oak St.

904.380.3091

Casual, New American

[www.blacksheep5points.com](http://www.blacksheep5points.com)

### **Pele's Wood Fire**

(3.5 miles) \$\$

2665 Park St.

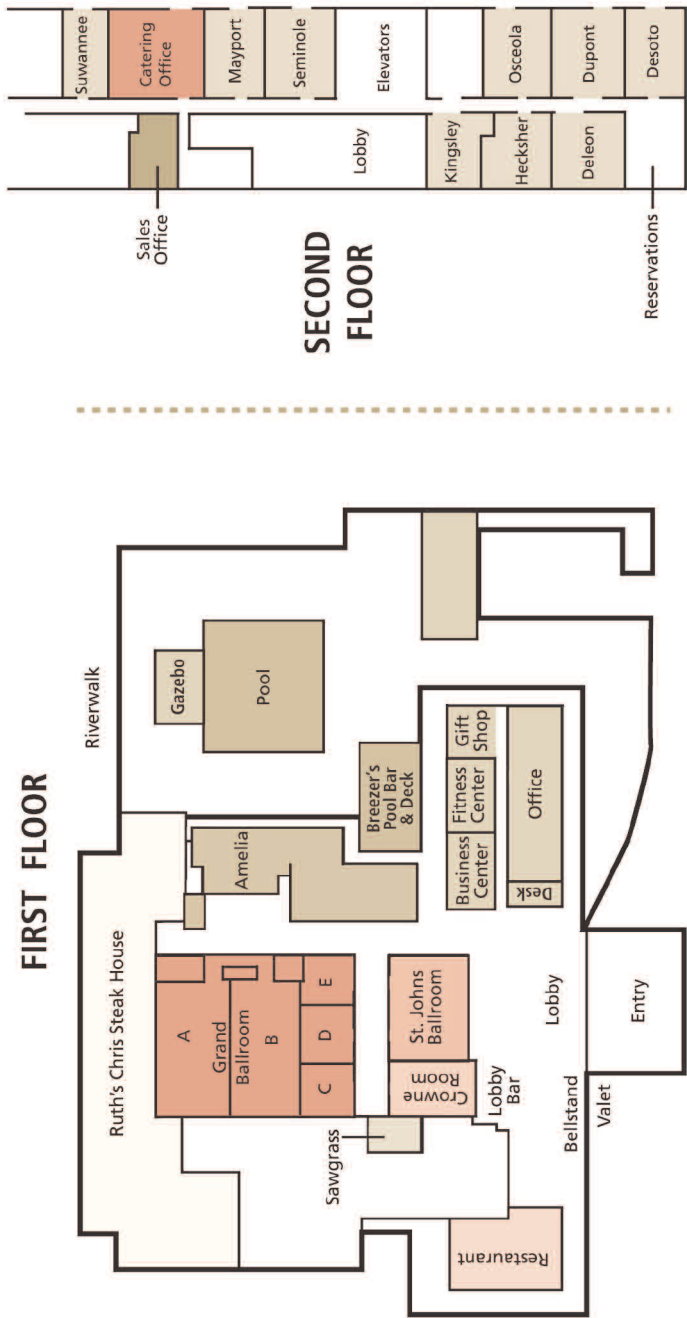
904.232.8545

Modern Italian-American, wood-fired Neopolitan pizza

[www.peleswoodfire.com](http://www.peleswoodfire.com)

# LSC TIG CONFERENCE 2014

## Hotel – Floor Plan



Legal Services Corporation				tig14 CONFERENCE	
Tuesday, 14 January 2014					
4:00 - 6:00 pm		Registration ( <i>Location: Ballroom B Foyer</i> )			
6:30 - 9:00 pm		Affinity Group Dinners ( <i>Location: TBD</i> )			
Day 1 Wednesday, 15 January 2014					
7:30 - 8:30 am		Breakfast and Registration ( <i>Ballroom AB Foyer</i> )			
8:30 - 10:00 am		Welcome and Opening Plenary ( <i>Ballroom AB</i> )			
		'The Shifting Paradigm of the Legal Industry' with Carla Goldstein			
10:00 - 10:30 am		Break			
10:30 - 11:45 am		More Than Apps: Affordable Program Delivery Through Mobile Phones <i>Room: Amelia</i>	Business Process Analysis <i>Room: Ballroom AB</i>	LHI - "You've Come a Long Way, Baby" <i>Room: St. Johns</i>	
Noon - 1:30 pm		Lunch with LSC President James J. Sandman ( <i>Location: Ballroom A Foyer</i> )			
1:45 - 3:00 pm		Beyond Mobile: Creating Sustainable Website Content <i>Amelia</i>	Introduction to Data Visualization and Process Analysis <i>Ballroom AB</i>	A Tale of Two TIGs: The A2J Clinical Project and A2J Author 5.0 <i>St. Johns</i>	SharePoint: Before & After <i>Kingsley/Heckscher</i>
3:00 - 3:30 pm		Networking Break			
3:30 - 4:45 pm		Remote Service Delivery: SMS, Apps, Telelaw and Virtual Law Offices <i>Amelia</i>	Data Management Boot Camp <i>Ballroom AB</i>	Repurposing HotDoc Programs <i>St. Johns</i>	
5:00 - 6:00 pm		Networking and Affinity Groups ( <i>Location: TBD</i> )			
6:30 - 9:30 pm		TIG Conference Reception			



# Day 2

7:30 - 8:30 am

**Thursday, 16 January 2014**

*Breakfast (Location: Ballroom A Foyer) and Self-Represented Litigants Meeting (St. Johns)*

**Talk to the LSC Grants Developer (Amelia)**

**E-Learning for Self-Represented Parties and Advocates**  
*Room: Amelia*

**Online Triage and Intake: To Infinity and Beyond**  
*Room: Ballroom AB*

**Phone Systems - Hosted VOIP**  
*Room: St. Johns*

*Break*

10:00 - 11:15 am

**The Proof is in the Program Evaluation: Applying Idealware Program Evaluation Pyramid**  
*Amelia*

**Portals & Triage: Building an Integrated Justice System**  
*Ballroom AB*

**Technology Planning**  
*St. Johns*

**Families Change - An International Collaboration**  
*Kingsley/Hecksher*

11:30 - 1:00 pm

*Lunch with **Plenary Discussion on Wormhole to the Future** (Location: TBD)*

1:15 - 2:30 pm

**Access to Justice: Collaborating with Public Libraries**  
*Amelia*

**Get Your Game On!: Using Games to Engage and Learn about Legal Services**  
*Ballroom AB*

**Cloud Computing/Office 365**  
*St. Johns*

**Evaluating TIG Projects**  
*Kingsley/Hecksher*

*Break*

2:45 - 4:00 pm

**Creating On-Ramps to Online Resources: User-Centered Design for Self Help Environments**  
*Amelia*

**A Report on LSC's Technology Summit**  
*Ballroom AB*

**Train the Trainer: Security Basics**  
*St. Johns*

*Networking Break*

4:30 - 5:30 pm

**RAPID FIRE TECH: Show and Tell of Technology Projects and Ideas**  
*Ballroom AB*

5:30 - 6:30 pm

**NLADA Technology Section Meeting/Baselines Discussion (Amelia)**

7:00 - 9:00 pm

*Dinner on Your Own & Affinity Group Dinners*

# Day 3

Friday, 17 January 2014

Breakfast (Location: Ballroom A Foyer)

7:30 - 8:30 am

Case Management Systems User Groups  
Ballroom CDE

Statewide Websites Networking: OST/DLAW Community Session  
St. Johns

LawHelp Network Session: What's New, What's Next  
Amelia

8:30 - 9:30 am

Break

9:30 - 9:45 am

What the National Technology Assistance Project Can Do For You!  
Ballroom AB

LEP Dreaming of the Future  
St. Johns

Grant Writing Tips in 60 Minutes  
Amelia

9:45 - 10:45 am

Break

10:45 - 11:00 am

Managing Your TIG Effectively and 2014 TIG Cycle  
Ballroom AB

Affinity Groups  
Ballroom CDE

11:00 - 12:00 pm

Box Lunch (Ballroom A Foyer)

TIG Conference Ends!

1:00 pm

NOTES:

# LSC TIG CONFERENCE 2014

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## Legal Services Corporation – TIG Staff

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## LSC TIG CONFERENCE 2014 RECEPTION

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### Wednesday • 6:30 - 9:30 pm • (Riverfront Café)

Join us for a reception at the Riverfront Café located on the scenic St. Johns River. We are providing food, beverage, and entertainment for your enjoyment. This will be a great opportunity for networking with your colleagues from around the country and across the ocean.



The reception will be Wednesday, January 15, from 6:30 pm until 9:30 pm.

Since the Riverfront Café is on the other side of the river, we will be providing shuttle bus service to and from the event starting at 6:15 pm at the front of the hotel.

*Hope to see you there!*

## 2014 TIG Schedule

March:	Letters of Intent Due
April:	LSC Invites Full Applications
June:	Full TIG Applications Due
September:	LSC Notifies Successful TIG Applicants

For more information, go to <http://tig.lsc.gov>